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Intellectual Property Law Group

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To: U.S. Patent and Trademark Office – Examiner: G. GAUTHIER  
Group Art Unit: 2645

From: Christian R. Andersen  
Sr. Paralegal – Intellectual Property

Fax: 703-872--9306

Pages  
with 4  
Cover:

## FORMAL SUBMISSION OF:

- 1) Request for Continued Examination (RCE) Transmittal; and
- 2) Petition for One Month Extension of Time; and

Title: APPARATUS AND METHOD FOR VISUALLY REPRESENTING EVENTS IN CALLS HANDLED BY AN AUTOMATED RESPONSE SYSTEM

Serial No. 10/090.546

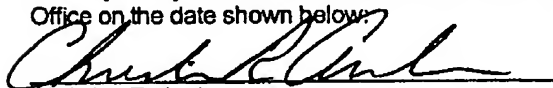
Filing Date: March 4, 2002

First Named Inventor: Katherine GODFREY

Atty. No. 01-4004D

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

  
Christian R. Andersen

Date of Transmission: June 17, 2004

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JUN 17 2004

U.S. Appln. No. 10/090,546

Atty. Docket No. 01-4004D

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PATENT APPLICATION

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

KATHERINE GODFREY ET AL.

Application No.: 10/090,546

Filed: March 4, 2002

For: APPARATUS AND METHOD  
FOR VISUALLY  
REPRESENTING EVENTS IN  
CALLS HANDLED BY AN  
AUTOMATED RESPONSE  
SYSTEM

Examiner: Gauthier, Gerald

Group Art Unit: 2645

Customer No.: 32127

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450PETITION UNDER 37 C.F.R. § 1.136(a)

Sir:

07/28/2004 VTOWLER 00000002 072347 10090546  
 02 FC:1251 110.00 DA  
 Applicants petition the Commissioner for Patents to extend the time for  
 response to the Office Action dated February 17, 2004 for one month from May 17, 2004  
 to June 17, 2004

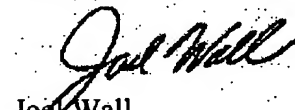
07/28/2004 VTOWLER 00000002 072347 10090546  
 Sale Ref: 00000002 DA#: 072347 10090546  
 01 FC:1801 770.00 DA  
 02 FC:1251 110.00 DA  
 Submitted herewith is a check for \$ 110.00 to cover the fee for the  
 extension under 37 C.F.R. § 1.17. Any deficiency in or overpayment of this fee should be

- 1 -

U.S. Appln. No. 10/090,546  
Atty. Docket No. 01-4004D

charged or credited to Deposit Account No. 07-2347. A duplicate copy of this petition is enclosed.

Respectfully submitted,

  
Joel Wall  
Reg. No. 25,648

Date: June 17, 2004

c/o Christian R. Andersen  
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